

ABCs

Automated Billing for Child Care System

Most Frequently Asked Questions

Billing System:

1. How do I find my Provider ID number and Personal Identification Number (PIN)?

Your Provider ID number is located in the top right corner of the FIA-805, Child Development and Care (CDC) Billing/Reporting Record. The number is also on the FIA-198, CDC Certificate/Notice of Authorization. Your PIN is the last 4 digits of your Social Security number or your Tax ID number.

2. What is a pay period?

A pay period is a two-week billing period for which a unique 3-digit number has been assigned. Refer to the CDC Payment Schedule in the Provider Handbook and Reporting Instructions for Child Care Providers (FIA Pub-230).

3. How do I use the phone for billing?

To enter your billing information, you must use the keypad on your telephone. **The star (*) key** is the key located to the left of 0 on your keypad. **The pound (#) key** is located to the right of 0 on your keypad. Have your Provider ID

number, your PIN and the FIA-805 form in front of you. You will enter the information for the two-week pay period for each authorized child listed on the FIA-805 form in the same order they appear. If new children have been authorized but are not listed on the FIA-805 form, you will be asked to enter information on these children too.

4. How do I make reporting corrections for this pay period or for a prior pay period?

Reporting corrections can be made using this system. At the prompt, enter the pay period for which corrections are to be made. Skip a child when no corrections are needed by **pressing the pound (#) key**. Enter the correct information when the child's name is given.

At the end of the session, you will be asked if you want to make corrections to another pay period. If so, **press 2**.

FIA-805 Form:

1. I received an FIA-805 form in the mail. What do I do with it?

An FIA-805 (or FIA-805A) form is mailed when child care is authorized. Complete this form and use it when you call to enter your reporting information. Instructions for filling out this form are located on the back of the form. Review them carefully. Because you may be audited, you need to keep the FIA-805/805A for four years. Do NOT mail the form to FIA.

2. What Is “Charge for Care?”

“Charge for Care” is the amount the provider charges for care delivered to an FIA-funded child for approved care, **including** the parent's copayment. The FIA computer calculates the amount to be paid to the provider after deducting the parent co-pay.

For example, if a provider charges \$2 an hour and provides care for 100 hours of **approved** care in a pay period, the charge for care is \$200. This is the amount the provider will show on the reporting form, even though the parent pays a co-payment of \$100 and FIA pays only \$100.

3. How do I enter “Charge for Care?”

To enter “Charge for Care” for each child cared for during the two-week pay period, use the total amount, rounded to the nearest dollar, for the total hours you are reporting to FIA. Enter full dollar amounts only. Do not enter cents. For example: If your charge for full time care is \$80.20 per week, and a child was in care full time for both weeks, enter 1-6-0.

Note: A common mistake is to enter the hourly charge instead of the full, two-week charge. You must enter the full, two-week charge.

4. How do I enter children whose names are not printed on the FIA-805 form?

If children you care for are not printed on the FIA-805 form, they were not authorized at the time the form was mailed. However, they

may be authorized by the time you call in your reporting information. If you hear the child's name when you call, you are authorized to report for the child. If you do not hear the child's name, that child is not yet authorized for care. If a child is authorized at a later date, you can report at that time. Some children may never be eligible for payment by FIA.

5. How do I report for a child who is absent because of a reported illness or a state holiday?

If a child listed on the FIA-805 is ill, you can report for that child if the child normally would be in your care that day. Enter the hours when you are asked to report “Child Ill and Holiday” hours. You may also report for State of Michigan holidays when the child is absent, if the child normally would be in your care that day.

6. A child is listed on the FIA-805 but did not attend during the two- week period. How do I report that?

If the child is listed on the FIA-805 but did not attend during the two-week pay period, **press 0** to report no hours during that pay period or skip by **pressing the pound (#) key**.

7. What do I do with the FIA-805 form?

Do NOT mail the FIA-805 or FIA-805A to FIA. Complete it and use the information when you call **1-888-779-2775** to report for child care. You must save the form for your records and audit purposes for four years.

(continued on next page)

NOTE: You must keep accurate records of daily attendance for all FIA-funded children you care for. These records must also be kept for four years for audit purposes and must indicate the time the child arrived and departed from your care.

Reporting and Check Receipt Time Frames:

1. How long before I get a check?

A reporting period or pay period is a two-week time period. See the CDC Payment Schedule in the Provider Handbook for more information about pay periods. At the end of the reporting period, call in the billing information. If you report by midnight on the first Thursday following the pay period, your check will be mailed the following week.

NOTE: When there are holidays the call-in deadline date may be earlier.

2. When can I call in the reporting information?

You can call to enter your reporting information anytime after 5:00 p.m. on the last Friday of the pay period. The pay period is shown on the FIA-805 form. You can call 24 hours a day. We expect most people will call Friday night, Saturday or Sunday.

3. Are there times when the system is not available?

The system is available 24 hours a day including Saturdays and Sundays except Sunday from 4:00 p.m. to midnight and Wednesday from 7:00 p.m. to 9:00 p.m.

Training and Technical Assistance:

How can I talk to a person about questions I have?

Call 1-888-779-2775, the same number used to enter billing information. Instead of following the prompt to enter billing information, press 2 for Frequently Asked Questions. Many of your concerns will be addressed by listening to this information. If you still need personal assistance, you will be able to talk to someone **Monday through Friday from 8:00 a.m. to 11:45 a.m. and from 1:00 p.m. to 4:30 p.m. by calling:**

1-888-281-3172

The Family Independence Agency will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to an FIA office in your county.

Quantity: 25,000
Cost: \$1,095.61 (.0438 ea.)
Authority: FIA Director

FIA Pub-872 (Rev. 11-03)



235 S. Grand Avenue
PO Box 30037
Lansing, MI 48909
Tel: (517) 373-0356
Fax: (517) 241-7843
www.michigan.gov/fia

ABCs

Automated Billing for Child Care System

Most Frequently Asked Questions



State of Michigan
Family Independence Agency